

STATEMENT OF WORK

For

Annual Service Maintenance for Medivator Endoscope Processors

1. GENARAL

Bay Pines Healthcare System is seeking to award a Firm Fixed-Price contract for Annual Service Maintenance for Medivator Endoscope Processors as described in this Statement of Work (SOW) for a Base year with 2 one year options, where noted. The Contractor shall provide all repair parts, software, transportation and service for maintenance of Medivator Endoscope Preprocessors, located at the C.W. Bill Young VAMC, Bay Pines, FL and Lee county Healthcare Center, Cape Coral, FL.

2. SCOPE OF WORK

The contractor shall provide all repair parts, software, transportation and service for maintenance of Medivator Endoscope Preprocessors, located at the C.W. Bill Young VAMC, Bay Pines, FL and Lee county Healthcare Center, Cape Coral, FL, in accordance with the terms and conditions herein. Provide all system maintenance for Medivator Endoscope Processors identified by EE#, Serial#, and location as required by the manufactures guidelines:

	Contract Line Item	Serial #	EE#	Item Location	Quantity
1	Model Advantage Plus ADV-1008	SN: 71099003	EE# 88243	CWBYVAMC	1ea
2	Model Advantage Plus ADV-1008	SN: 65306504	EE# 74864	CWBYVAMC	1ea
3	Model Advantage Plus ADV-1008	SN: 71099009	EE# 88242	CWBYVAMC	1ea
4	Model Advantage* Plus ADV-1008	SN: 63852502	EE# 72342	LCHC	1ea
5	MODEL ADVANTAGE Plus ADV-1008	SN: 66326337	EE# 75643	LCHC	1ea

* - Limited to 2 year service agreement for this model.

3. Hardware/Software.

Hardware and software upgrades shall be included, scheduled and performed during normal working hours, at no additional charge to the VA. These upgrades are those required for the correct function of the system; not those purchased to enhance function. The contractor shall provide all hardware and software necessary for unscheduled repairs.

4. Tour of duty

Hours of coverage shall be from 8:00 am through 5:00 pm Monday through Friday, excluding Federal Holidays (New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day). All work done outside the normal coverage time shall be approved through the Contracting Officer's Representative (COR) prior to visit.

5. Preventive Maintenance

Preventive maintenance shall be conducted during normal hours at the manufacturer's recommended frequency with a minimum of two weeks advance notice via the COR.

Uptime requirements, excluding scheduled preventive maintenance, shall be 97% of the normal working hours and working days during the term of the contract. All broken parts, replaced, to repair the system, will become the property of the contractor; with exception of material containing electronic protected healthcare information. Contractor is responsible for the disposal of removed defective parts.

6. Emergency or Unscheduled Maintenance Calls

The contractor shall provide a field service engineer capable of responding to request for maintenance within 2 hours of notification and responding on site within 48 hours to correct noted problem(s).

7. Personnel Requirement

The contractor shall have documented trained personnel within a 200 mile radius of Bay Pines, Florida; and LCHC, FL with an adequate spare parts inventory and documented proof of Medivator's technical repair training or equivalent maintenance training authorized to make necessary repairs required of field service personnel of Medivator products. The contractor shall provide all service manuals, and shall not have access to manuals purchased by the VA.

8. Reporting

Each scheduled and unscheduled visit shall result in the production of a written report, by the contractor's representative, in a format negotiated between the VA and the contractor. The contractor shall always contact the COR, before and after arrival at the site.

9. Warranty

A standard one year warranty or standard warranty for system maintenance shall be included.

10. Changes to Statement of Work

Any changes to this SOW shall be authorized and approved only through written correspondence from the Contracting Officer (CO). A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor.

11. Evaluation Criteria

The Government will award a Delivery Order/Task Order to the responsible offeror meeting or exceeding the technical criteria. Offeror shall demonstrate their ability to meet these factors with their offer in accordance with Paragraphs I-III below, and offers shall meet the minimum qualifications below in order to be evaluated. Technical and past performance when combined is significantly more important than price. Technical acceptability is rated based on the following:

I. Personnel Qualifications noted in paragraph 7. Submit certification, location, and proof of inventory.

II. Past performance –

a. Offerors shall provide a minimum of three (3) identified references when submitting their quote. Emphasis will be on recent, relevant past performance. Recent is defined as work performed within the last three years. Relevant is defined as work similar in size and scope of the work described in the Statement of Work (SOW). Since the Government may not necessarily interview all of the sources provided by the offerors, offeror shall explain the relevance of the data provided for each reference. Offerors are reminded that the Government may elect to consider data obtained from other sources.

Evaluators may validate the information on past performance surveys, by contacting the points of contact directly, via email, or by phone. POC information should be documented and be available upon request.

Offerors with no relevant past performance or whom information is not available, shall not be evaluated favorably or unfavorably on past performance.

III. Price